

Amendments to the Specification:

[0007] Accordingly, it is important for a service provider and customer service representatives to be able to quickly determine if configuration data has been corrupted, erased or accidentally modified. Unfortunately, currently, when a ~~subscriber~~ subscriber encounters a problem with his service or mobile device, the customer service providers rely on the subscriber to provide such information. This is because a telephone or on-line based customer service representative does not have direct access to data stored on a mobile device that has become problematic to the subscriber.

[0055] It is noteworthy that configuration data may comprise not only information that may be utilized for setting system features, but also other user related information (e.g., ring tones, display color, contact information, calendar items, and other user data or preferences) that are stored on the mobile device 110. As such, depending on implementation, the configuration data stored in database 180 may be used (preferably with user's permission) to determine a subscriber profile for research or marketing purposes.